

Atlas

[Home](#) > [IEB](#) > [About](#) > [NBOC](#) > [OPRD](#) > [BOC](#) > [Significant events](#) > [Incident Reporting Criteria](#)

Incident Reporting Criteria CBSA image

Table of contents

- [Border Wait Time](#)
- [Irregular arrivals](#)
- [Labour relations](#)
- [Public interest](#)
- [Significant enforcement](#)
- [Use of force](#)
- [Notable client interaction](#)
- [Running the port](#)

Border Wait Time

Definition

A Border Wait Time (BWT) incident occurs when travellers or commercial carriers seeking entry into Canada wait for 60 minutes or more prior to speaking to a border services officer (BSO) at the primary inspection line (PIL) or at the telephone reporting centre (TRC).

and/or;

Significant impacts to secondary processing create unacceptable traveller wait times. Acceptable levels of secondary wait times will vary from office to office, and so it will be the responsibility of local management to determine when it becomes necessary to use mitigating measures to alleviate pressures to secondary operations.

Threshold for reporting

- All BWTs of 60 minutes or more
- Each time traveller wait times at secondary exceed acceptable levels. Acceptable levels of secondary wait times will vary from office to office and so it will be the responsibility of local management to determine when it becomes necessary to use mitigating measures to alleviate pressures to Secondary operations

Examples of previous BWTs

- Border Wait Times 60 minutes or more that affect travellers; and
- Border Wait Times 60 minutes or more that affect commercial carriers

BWT specific information requirements

- Details regarding the BWT:
 - Time BWT reached 60 minutes
 - Maximum BWT experienced
 - Time BWT fell below 60 minutes
 - Aggravating factors which contributed to BWT. For example; concert, hockey game, vehicle accident, CBSA system outage, long weekend shopping, ongoing enforcement activity, etc.

- Resources available
 - For TRC: Number of officers taking calls
 - Leave - discretionary leave and non-discretionary; and
 - What is being done to address the situation (callback, continuous OT, borrow from other sites, etc.)

*** When possible, the BOC must be notified when BWTs reach 60 minutes. The maximum wait time, and the time the BWT fell below 60 minutes would be provided through subsequent reports**

- Impact to the CBSA:
 - Number of border service officers (BSOs) and superintendents at the POE at the time of the BWT
 - Total number of operational PIL booths
 - Total number of PIL booths staffed by BSOs
 - Total number of open NEXUS lanes; and
 - Total number of bus lanes
- Actions being taken to mitigate the impact:
 - Called overtime, rescheduled breaks, staff holdovers, reassigned staff to another location, etc.
 - Raising thresholds for duty and tax collection; and
 - Focusing on priorities of national importance

Secondary BWT information requirements

- The wait time being experienced by travellers in secondary
- The length of time it took for the wait times to be brought back to an acceptable level
- Any aggravating factors contributing to the delays
- The number of officers assigned to secondary
- Any other efforts made to reduce wait times in secondary
- Whether the wait time was related to a GCMS unscheduled outage. If yes, SEN must be sent to the BOC with an IT ticket number and following reporting requirements for IT Outages. If there are GCMS performance issues, please continue to report to FOSS Replacement Mail

Border Operations Centre response (as required)

- Notify internal stakeholders:
 - BWT Significant Event Notification (SEN) [distribution list](#); and
 - affected region(s)
- Notify external stakeholders:
 - Transport Canada for BWTs at international bridges and tunnels
- Review and/or implement incident specific procedures:
 - E-mail Border Alert service

Irregular arrivals

Definition

An Irregular Arrival occurs when a client's entry to Canada (whether attempted or completed) may be related to either:

20.1 (1) The minister may, by order, having regard to the Public Interest, designate as an Irregular Arrival the arrival in Canada of a group of persons if he or she

- a. is of the opinion that examinations of the persons in the group, particularly for the purpose of establishing identity or determining inadmissibility—and any investigations concerning persons in the group—cannot be conducted in a timely manner; or
- b. has reasonable grounds to suspect that, in relation to the arrival in Canada of the group, there has been, or will be, a contravention of subsection 117(1) for profit, or for the benefit of, at the direction of or in association with a criminal organization or terrorist group

Additional information regarding **designation** can be found in the [*Protecting Canada's Immigration System Act*](#)

or:

- irregular migration, such as an influx in asylum claims from travellers arriving between the ports of entry, or arriving at the port of entry in large groups

Threshold for reporting

- Arrival at a location other than a CBSA port of entry (POE)
- Clients who have not reported to a CBSA POE, but who are arrested shortly after entering
- Clients in groups of 10 or more who submit applications for refugee status; and
- Clients who have hidden themselves on a commercial conveyance or within a commercial shipment

Examples of previous Irregular Arrivals

- Arrival of large groups of people who arrive at a land POE and claim refugee status
- Arrivals of travellers between ports of entry
- Arrivals of large groups (whether one or multiple family units) on single flights at air mode POEs
- Stowaways found aboard commercial vessels

Standard information requirements

- A point of contact (name, rank, and telephone number for the individual who is providing the information)
- POE or location affected
- Mode(s) affected (air, highway, marine, rail, postal, multiple)
- Stream(s) affected (commercial primary/secondary; traveller primary/secondary; bus primary/secondary; multiple)
- Who has already been notified; and
- When additional information will be available

Irregular Arrival specific information requirements

- Details regarding the Irregular Arrival:
 - Number of subjects who arrive in a group
 - Vehicle description, licence plate number, name of commercial carrier, name of ship
 - Country of origin
 - Details about documents used
 - Client ID numbers; and
 - Evidence to support organized or for profit criminal element
- Actions being taken to mitigate the impact

Border Operations Centre response (as required)

- Notify internal stakeholders:
 - Irregular Arrival Significant Event Notification (SEN) [distribution list](#); and

- affected region(s)

Labour relations

Definition

A Labour Relations Event is any activity affecting the relationship between the CBSA and CBSA employees.

Threshold for reporting

- Occupational health and safety issues
- Work refusals
- Job action/protest activity (for example, armbands/shoe laces, work slowdown, "sick out", staff/union rally—regardless of location, or picketing by CBSA employees)

Note: Critical injury or death of an employee must be reported to the Border Operations Centre by telephone or encrypted email.

Examples of previous incidents

- Injury to CBSA employee
- Rally in support of the union's position in collective bargaining
- Work refusals due to concerns with working conditions; and
- Work refusals or slowdowns due to changes to the uniform policy

Incident specific information requirements

- Details about the incident:
 - Date, time, location and duration of the event
 - An explanation of the event
 - Number of employees involved; and
 - Whether there is an operational impact
- What further reporting/action is anticipated.
- Submit via Single Reporting Tool or by submitting an **Activity Log**, as appropriate

Border Operations Centre response (as required)

- Engage the Director General of the Labour Relations and Compensation Directorate
- Notify the appropriate branch duty executive; and
- Notify other internal stakeholders through:
 - Forwarding as a notification to Labour Relations stakeholders; or
 - Issuing a Labour Relations Significant Event Notification (SEN) to the [LR IRC distribution list](#)

Public interest

Definition

A Public Interest incident occurs when the CBSA corporate image or operations are affected or influenced by public opinion.

Threshold for reporting

- Any domestic or international incident involving, or in close proximity to, the CBSA or a CBSA client that has attracted media, social media, or bystander attention.

- Incidents with CBSA nexus that, if the public were aware, would likely result in significant public interest and potential harm to the CBSA's reputation.
- Significant interest on social media related to the CBSA, particularly if the incidents negatively affect the CBSA corporate image or operations.
- Where violence occurs inside, outside, or in public reception area of a shared facility where the CBSA has offices.
- Details of any incidents such as hunger strikes, voluntary segregation, medical / mental health issues (death, suicide watch / attempt, injuries caused by third parties, etc.) in a provincial correctional facility or Immigration holding centre involving a CBSA immigration detainee

Examples of previous incidents

- Incidents where there are allegations of CBSA misconduct.
- Interaction with an irrational client at regional inland enforcement office recorded by another client.
- Individual who lit themselves on fire outside of a CBSA office.
- Abductor in Amber Alert who was on release with conditions.
- Media coverage of an incident involving a subject with an immigration warrant outstanding.
- Media on site asking travellers for details of their customs processing.
- International passengers held on plane due to airport/airline issues.

Incident specific information requirements

- Details regarding the incident:
 - Nature of incident
 - Type of Public Interest (for example, bystander or mainstream media—local and/or international, social media, comments in editorials, news blog, or signed petition)
 - Tone of Public Interest (for example positive/negative); and
 - Level of the (potential) amount of Public Interest (for example, top hit in news amalgamation web sites, front page of newspaper, etc.)
- Impact/potential impact to the CBSA; and
- Actions being taken to mitigate the impact (for example, media releases, social-media posting)

Border Operations Centre response (as required)

- Notify internal stakeholders:
 - The Public Interest Significant Event Notification (SEN) [distribution list](#)
 - CBSA, Communications Directorate to determine impact to corporate image
 - CBSA, Strategic Policy Issues Management
 - CBSA, Case Management (where applicable); and
 - Affected region(s)
- Assess the impact to CBSA operations; and
- At a high threshold, the Minister of Public Safety will be notified

Significant enforcement

Definition

Significant Enforcement refers to enforcement activity under any legislation enforced by the CBSA that is noteworthy due to the quantity, value, or uniqueness. Significant Enforcement refers to the entire spectrum of CBSA enforcement activities and includes, for example, prohibited weapons and devices, controlled substances, currency, commercial goods, endangered species, and *Immigration and Refugee Protection Act* (IRPA) and *Criminal Code* infractions.

**** Significant Enforcement is not limited to port of entry (POE) operations. Significant Enforcement includes enforcement activity that occur internationally or inland.**

Threshold for reporting

- Enforcement activity that may identify new trends, source countries, and concealment methods
 - Enforcement activity for goods that are less-commonly encountered, such as infractions under the *Convention on International Trade in Endangered Species (CITES)*
 - Enforcement activity resulting from a target from the National Targeting Centre
 - IRPA Section 34, 35, 36(1), and 37 cases
 - Encounter with a foreign national, permanent resident, or Canadian citizen, who is suspected of participating in, or facilitating, terrorist activity
 - Running the port or failure to report inwards
 - Enforcement activity that results in controlled deliveries; and
 - Enforcement activity for significant quantities of prohibited goods or significant values of prohibited goods.
- The following list provides approximate thresholds and is not considered an exhaustive list:
- 1 kg of a controlled substance, except catha edulis
 - \$50,000 worth of catha edulis (100 kg)
 - \$100,000 (CAD) worth of currency seized at level 1 and 2
 - All level 3 and 4 currency seizures
 - 20 kg tobacco products
 - 100 cartons of cigarettes (20,000 cigarettes)
 - Ten (10) weapons (for example, brass knuckles, switchblades, shurikens, tasers, etc.)
 - One restricted firearm
 - Child pornography seizures

Examples of Significant Enforcement

- Seizures of child pornography
- Interception and removal of fugitives; and
- Arrest of clients who were armed, or who posed a threat to the CBSA

Significant Enforcement information requirements

- Details regarding the seizure:
 - ICES enforcement number or GCMS Client ID
 - Details about the commodity
 - Level of the seizure, and the terms of release if applicable; and
 - Concealment method, in applicable
 - Following submission in the SRT...Pictures of the seized goods and other documents can be submitted by attaching to the SRT email and emailing to the BOC

Border Operations Centre response (as required)

- Notify internal stakeholders:
 - CBSA Communications Directorate
 - Affected region(s); and
 - Within the *CBSA Today*
- Remove all references to controlled deliveries in publications

Frequently asked questions

What are reporting requirements for encounters with travellers who are suspected of participating in, or facilitating terrorism?

Appendix B of operational bulletins [OPS-2015-03](#) and [OPS-2015-04](#) provides direction on the reporting of encounters with travellers suspected of participating in or facilitating terrorist activity. Reports to the BOC should include:

- Limited biographical information of the traveller (gender, age, citizenship, status in Canada)
- Provide a file reference number when available (GCMS ID, ICES lookout number, ORS number, etc.)
- Clear description of relevance to CBSA mandate and legislation
- Summary of the national security/high risk traveller-related event
- Identify CBSA sections notified and/or involved
- Identify partner agencies notified and/or involved

Use of Force

Definition

A Use of Force incident occurs when actions are taken by a CBSA employee to control, detain, or arrest a client.

Threshold for reporting

- Use of Force incidents resulting in serious injuries (for example: any injury requiring treatment at a hospital; a fracture to a limb, rib, vertebrae or the skull; losing any body part; or suffering a loss of consciousness, vision or hearing); and
- Use of Force incidents involving CBSA employees, but not at a CBSA port of entry (POE)

Examples of previous incident

- Use of Force incident which then required medical attention
- Use of Force incidents which occur in front of the public or which are recorded by members of the public; and
- Use of Force incidents while removing a client

Incident specific information requirements

- Details regarding the incident:
 - Details of when the Incident Management and Reporting System (IMRS) file is expected to be completed and the IMRS reference number
 - Synopsis of what occurred
 - Assessment of injuries
 - Time call was placed to emergency responders
 - Status of client health
 - Status of emergency responders (on route, on site); and
 - Current status of the injured client (under CBSA/police escort, arrested, detained, released)
- Impact to the CBSA:
 - Number of border service officers and superintendents involved
- Actions being taken to mitigate the impact:
 - Notify first responders

Border Operations Centre response (as required)

- Notify internal stakeholders:
 - The Use of Force Significant Event Notification (SEN) [distribution list](#); and
 - Affected region(s)

Notable client interaction

Definition

A Notable Client Interaction occurs during CBSA processing of widely-known persons or persons of considerable prominence.

Threshold for reporting

- Enforcement activity against clients who are: celebrities/entertainers; political figures; staff, co-travellers, or relatives of high-profile clients; or who are identified on the 'Wanted by the CBSA' website;
- Indications CBSA processing will be highlighted by the media, on social media, or that a political figure will be notified;
- Clients who escape from CBSA custody, the custody of a security company contracted by the CBSA, or an immigration holding centre;
- A client who is released from prison to the public, when it was expected they would be released into CBSA custody;
- Asylum cases that generate media interest; or
- New information related to visible client cases, such as court dates, convictions, and criminal charges sworn by Criminal Investigations.
- Any combination of circumstances that lead officers to believe that attention may be drawn to the CBSA's handling of the client's processing.

Examples of previous incidents

- An entertainer who was refused entry, which resulted in the cancellation of concert;
- Seizure of suspected drugs from members of a band;
- Interaction with clients/travellers where suicidal ideation is identified;
- Identification of a missing person;
- Arrest of a foreign national on an extradition warrant; and
- A client who was departing on an unescorted removal who was returned to, and released into, Canada, after the flight returned due to mechanical issues

Incident specific information requirements

- Biographical data information regarding the client, as applicable, including: name, date of birth, country of birth, gender, physical description; etc.
- Details that indicate that the media is aware
- What indication there is that the individual will notify the media, or that the public will be made aware
- Details regarding any enforcement activity; and
- Details regarding client documents, including the issuing country, type of document, and the document number

Border Operations Centre response (as required)

- Notify internal stakeholders:
 - The Notable Client Interaction Significant Event Notification (SEN) [distribution list](#)
 - Case Management for high-profile cases
 - Criminal Investigations Division for clients with criminal charges or criminal allegations
 - Communications Directorate for clients who are attracting media attention; and
 - Affected region(s)
- Notify external stakeholders as deemed relevant based on the incident

Running the port

Definition

A running the port incident occurs when a person arriving in Canada at a designated CBSA office that is open for business, passes through without reporting to an officer, fails to remain at the site, or leaves the confines of the CBSA office in defiance of an officer's instructions.

Threshold for reporting

- Failing to remain at the port of entry until the CBSA process is completed and/or leaving against the orders/instructions of an officer.

Examples of previous incidents

- Traveller did not stop at the primary inspection line
- Traveller failed to report to the secondary examination area as instructed
- Traveller left the CBSA office without having been released
- Live pursuit of a traveller through CBSA port of entry by a law enforcement agency

Running the port incident specific information requirements

- Details regarding the incident, including:
 - Nature of incident, intentional or non-intentional (if known)
 - Name of responding police agency (if any)
 - Was CBSA Criminal Investigations or Intelligence called
 - What was the outcome or next steps
 - Was there any injury to staff, or immediate danger to public safety
 - Were there any damages to public property or CBSA assets
 - Was the subject intercepted/arrested
 - Is there known or anticipated media coverage of the incident
- Summarize the impact/potential impact to the CBSA
- List the actions taken to mitigate the impact
- Details regarding any enforcement activity; and
- Was any enforcement action taken

Border Operations Centre response (as required)

- Notify internal stakeholders:
 - The running the port Significant Event Notification (SEN) distribution list will be triggered with the following threshold
 - When aggravating factors are identified related to the event, a SEN will be created by the Border Operations Center (BOC) and issued as a Running the Port notification when:
 - there is an accident and/or damages to property
 - there is a related significant enforcement or arrest
 - there is an immediate, identified risk to public safety
 - If other factors are identified and they fall under another IRC category, the SEN will be issued under this new category, BOC will add the Running the Port SEN distribution list to that notification
 - Within the CBSA Today
- Assess the impact to CBSA operations

Date modified: 2022-08-05

